

Veterans Affairs Program of Comprehensive Assistance for Family Caregivers

Application Process Fact Sheet



The U.S. Department of Veterans Affairs (VA) Program of Comprehensive Assistance for Family Caregivers (PCAFC) offers enhanced clinical support for caregivers of eligible Veterans who are seriously injured. These changes are based on the new "Program of Comprehensive Assistance for Family Caregivers (PCAFC) Improvements and Amendments Under the VA MISSION Act of 2018."

These changes include:



Expanding eligibility for the PCAFC from those Veterans who incurred or aggravated a serious injury in the line of duty on or after September 11, 2001, to include those Veterans who incurred or aggravated a serious injury in the line of duty in the active military, naval, or air service on or before May 7, 1975.



Offering legal and financial services for designated primary family caregivers of eligible Veterans.



Making other changes affecting program eligibility and VA's evaluation of PCAFC applications.



PCAFC Application Process Overview

The local Caregiver Support Program (CSP) Team coordinates and communicates with the Veteran and each Family Caregiver applying for the PCAFC throughout the following application process. The step-by-step application process is outlined below.

PCAFC Application Ten Step Process

1 Application Submission

Who: Veteran completes the application.

What: Application for the PCAFC – VA Form 10-10CG.

Where: Ask VA to help you fill out the form:

- Access and download the application for the PCAFC: VA Form 10-10CG.
- Locate and contact the Caregiver Support Program Team at your nearest VA health care facility. A CSP Team locator is available at: <http://www.caregiver.va.gov/>.
- Call the National Caregiver Support Line at: 1-855-260-3274.

2 Application Intake

Who: A member of the Local CSP Team conducts the application intake with the Veteran and each Family Caregiver applicant.

What: Completed PCAFC – VA Form 10-10CG.

Where: In person, by telephone, or via VA Video Connect.

3 Veteran Assessment

Who: A member of the Local CSP Team conducts clinical assessment with the Veteran.

What: Clinical information about the Veteran, including the caregiver's input on care needs.

Where: In person, by telephone, or via VA Video Connect.

4 Veteran Functional Assessment

Who: The CSP Clinical Assessor completes the assessment instrument with the Veteran.

What: Veteran Functional Assessment Instrument, which assesses the Veteran's functional abilities.

Where: In person or via VA Video Connect.

5 Caregiver Assessment

Who: A Local CSP Team conducts assessment with each Family Caregiver applicant.

What: An assessment to collect specific information about each caregiver.

Where: In person, by telephone, or via VA Video Connect.

6 Initial Application Review

Who: The CSP Centralized Eligibility and Appeals Team (CEAT) reviews application.

What: Assessments and medical records.

When: Within 35 to 59 days after the assessments are completed.

Where: Internal to VA.

Steps 7 through 10 are followed only when the CEAT determines that the Veteran and Family Caregiver will continue with the application process.

7 Caregiver Training

Who: Each Family Caregiver applicant completes caregiver training.

What: Caregiver Core Curriculum.

Where: Caregiver training is completed online or via workbook.

8 Home-Care Assessment

Who: The CSP Clinical Assessor conducts the Home-Care Assessment with the Veteran and each Family Caregiver applicant.

What: Assessment to determine the well-being of the Veteran and Family Caregiver applicant(s), as well as the Family Caregiver applicant(s)' competence to provide personal care services at the Veteran's home.

Where: In the Veteran's home.

9 Final Application Review

Who: The CSP Centralized Eligibility and Appeals Team (CEAT).

What: Assessment reviewed and final eligibility determined.

Where: Internal to VA.

10 Notification

Within 90 days of the Final Application Review, VA releases final Notification to Veteran and Caregiver(s). The CSP Team will call the Veteran and an official letter will be mailed, as well.



How to Contact your Caregiver Support Program Team

Veterans and caregivers can find their local Caregiver Support Coordinator by...



Calling the Caregiver Support Line at **1-855-260-3274 - Toll free - Expanded Hours** (Monday-Friday, 7:30 a.m. to 10 p.m. ET; Saturday 8:00 a.m. to 5:00 pm ET)



Using the CSP Team locator tool at www.caregiver.va.gov/support/New_CSC_Page.asp

Online applications will soon be a reality, as well.

Eligibility Decision Within 90 Days of Application Receipt

